

Summary -

DEC 27 2015

I use my vehicle as my work vehicle. I design, install and trouble shoot smart homes and security systems for my company. I am on the road all day making calls. A reliable vehicle is **absolutely necessary** to me being able to professionally do my job. When my vehicle is out of service it causes multiple problems for me and my company.

The 2016 KIA Sorento was purchased April 10, 2015. I traded in my 2001 Dodge Ram 1500 (fully paid for) truck on this car. The truck had started having issues and I needed a dependable vehicle. This is one reason I purchase this particular vehicle from this dealership for the 20 year, 200,000 warranty.

5/22/15 - I was near Ed Voyles KIA across town from my dealership when the first incident occurred. I barely made it to the dealership. After an hour or so, I was told I would have to leave it for repair as a part had to be ordered. I phoned for someone to pick me up since they did not have a loaner vehicle. Before my ride could get to the dealership, the service department decided to take the part off a new vehicle and make the repair - several hours later I was on my way.

9/4/15 - Started doing the same thing - will not shift properly or accelerate over 30 mph. Since I travel on the expressways a good deal of the time, this presents a dangerous situation to me and other motorists when it suddenly starts doing this. I managed to get it to my dealership - same problem. Had to leave the car and call for someone to pick me up - no loaner available. I was advised that the part was on "**national backorder**" and they had no idea when it would be in. After a couple of days, I received a call that they had a loaner car that I could pick up. When I arrived at the dealership, I was given a KIA Sole. I was very thankful for the loaner vehicle, however, it would not hold all of my tools so each day I had to think about my service calls to be sure I had the tools needed for the day - a definite aggravation. After about 3 week, received a call that my car was ready.

NAM
12415
SMD

Page 2

[REDACTED]
2016 KIA Sorento

11/10/15 - Again the same problem - managed to get it to my dealership again. No loaner available so had to have someone pick me up. I tried to leave the "Final Repair Opportunity Notice" with the Service Manager but was advised they did not have anything to do with this and to send it to KIA Motors directly. After 2 days, my vehicle was repaired.

Any time I am without a vehicle, I have to drive my wife's car which means she has to have someone drop her off and pick her back up from work. This is not an ideal situation by any means for her

Since this is evidently a very faulty part and presents a dangerous situation to me as well as other motorists driving beside me, I am requesting that KIA Motors purchase my 2016 KIA Sorento back plus my earnest money refunded. This money is needed as a down payment for another **more reliable vehicle** since I have nothing else to trade in.

[REDACTED]
[REDACTED]
Snellville, Ga. [REDACTED]

VEHICLE REPURCHASE OR REPLACEMENT REQUEST

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(b)(1).

Vehicle Make KIA Model Sorento Year 2016

Vehicle identification number (VIN) 51X1Y1P1G141A13141G1G1 [REDACTED]

Name/address of selling/leasing dealer Rick Case KIA -

3190 Satellite Blvd, Duluth, GA 30096

Vehicle was: ☒ purchased or ☐ leased (check one) Date of delivery APR. 10, 2015

Odometer reading on delivery date New Odometer reading at first repair visit for defect Was not

Date vehicle registered in GA if bought/leased in another state _____

If applicable, date 11/10/15 and odometer reading 11743 on 30th day vehicle was out of service

for repair; or date final repair attempt request was received by manufacturer Tried to leave a

copy with Rick Case KIA but they would not accept (Repair Mfg)

Note to consumer: If the manufacturer designated a reasonably accessible repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:

Date of final repair 11/12/15 and name of the facility where the final repair attempt took place:

Rick Case KIA - Duluth, GA 30096

Was the defect corrected on the final repair attempt? ☒ Yes ☐ No

***** (For Now - same repair 3 times since APR. 2015)

I am requesting that you ☐ replace or ☒ repurchase (check one) the vehicle described above within twenty (20) days from the receipt of this notice. My contact information is:

Consumer name [REDACTED] Home phone N/A

Street address [REDACTED] Cell phone [REDACTED]

City/State/Zip Snellville, GA [REDACTED] Work phone SAME

Consumer signature [REDACTED] Today's date 11/14/15

Instructions to consumer: Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, you must send notices to all known manufacturers. Also, for our records, please send us a copy at the address listed on the first page, or fax it to us at: 404-656-3569.

FINAL REPAIR OPPORTUNITY NOTICE

This constitutes my notice as a consumer, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(a)(2), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

Defect # 1 Manifold Assembly Intake - 5-22-15
 Defect # 2 Manifold Assembly Intake - 9-21-15
 Defect # 3 Manifold Assembly Intake - 11-10-15
 Defect # 4 _____
 Defect # 5 _____

 Vehicle Make KIA Sorento Model Sorento Year 2016

Vehicle identification number (VIN) 51X1Y1P1G141A13141G1G1 [REDACTED]

Name/address of selling/leasing dealer Rick Case KIA
3190 Satellite Blvd, Duluth, GA. 30096

Date of delivery Apr 10, 2015 Odometer reading on delivery date New

Date registered in GA if bought/leased in another state _____ Current odometer reading 11743

Name/address of facility/facilities where repairs were made and date/s of repairs _____

5-22-15 Ed Voyles KIA - 5647 Peachtree Indus. Blvd, Chamblee, GA 30341
9-21-15 Rick Case KIA - 3190 Satellite Blvd, Duluth, GA. 30096
11-10-15 Rick Case KIA - " " "
(Same problem all 3 times)

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name [REDACTED] Home phone N/A
 Street address [REDACTED] Cell phone [REDACTED]
 City/State/Zip Snellville, GA Work phone same
 Consumer signature [REDACTED] Today's date 11/10/15

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, you must send notices to all known manufacturers. Also, for our records, please send us a copy at the address listed on the first page, or fax it to us at: 404-656-3569.

CUSTOMER #:

RICK CASE CARS, INC.
RICK CASE AUTO MALL
 I-85 AT GWINNETT PLACE AUTO MALL
 3190 SATELLITE BLVD.
 DULUTH, GA 30096
 (770) 476-2800
 www.rickcase.com

INVOICE

PAGE 1

SNELLVILLE, GA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 4881 ORION DANIELS

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
EBONY BLAC	16	KIA SORENTO		5XYPG4A34GG		11743/11744		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
10APR15 DD			18:00 10NOV15		112.00	CASH	12NOV15	
R.O. OPENED		READY		OPTIONS: STK:KGG		DLR:6 TRN:A		

15:24 10NOV15 17:13 12NOV15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES CHECK ENGINE LIGHT IS BACK ON 3RD TIME REPLACED
 INTAKE RUNNER TWICE

CAUSE: W

CEL CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON
 5419 W

1 28310-2GGA0 MANIFOLD ASSY-INTAKE

(N/C)

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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11743 INSTRUCTED PER TECHLINE CASE TO REPLACE INTAKE
 MANIFOLD AGAIN 28300R1A 1.2HR VERIFIED COMPLAINT; USED GDS TO CHECK FOR
 DTC'S RESULTING IN ONE HISTORY CODE, P200A00 INTAKE MANIFOLD RUNNER
 PERFORMANCE. SINCE INTAKE MANIFOLD HAS BEEN PREVIOUSLY REPLACED, I
 REFERRED TO TECHLINE FOR ADVICE. REFER TO TECHLINE CASE #
 REPLACED INTAKE MANIFOLD AND VERIFIED RESOLUTION OF CHECK ENGINE LIGHT

THANK YOU FOR SELECTING RICK CASE FOR YOUR
 SERVICE NEEDS. WE STRIVE TO PROVIDE YOU WITH
 "EXCELLENT" SERVICE. IF YOU HAVE ANY CONCERNS
 RELATED TO YOUR SERVICE PLEASE CONTACT OUR
 SERVICE MANAGER TAMMY BAKER AT 678-258-2561
 OR AT TAMMYBAKER@RICKCASE.COM

KIA MOTORS

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP
 AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED
 WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES
 ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE
 REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE
 MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE
 FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP
 ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR
 INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$59.50, to
 the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and
 waste disposal.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs
 itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The
 vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]

INVOICE

RICK CASE CARS, INC.
RICK CASE AUTO MALL
I-85 AT GWINNETT PLACE AUTO MALL
3190 SATELLITE BLVD.
DULUTH, GA 30096
(770) 476-2800
www.rickcase.com

SNELLVILLE, GA

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6242 AUDRI JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
EBONY BLAC	16	KIA SORENTO	5XYPG4A34GG		10026/10027		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10APR15 DD			18:00 21SEP15		112.00	CASH	14OCT15
R.O. OPENED		READY		OPTIONS: STK:KGG	DLR:6 TRN:A		

12:00 21SEP15 15:40 14OCT15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE HESITATES TO GET UP TO 3K RPM.

CAUSE:

01 RECOMMENDED MAINTENANCE

5419 W

(N/C)

1 28310-2GGA0 MANIFOLD ASSY-INTAKE

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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10026 STUCK/FAILED INTAKE RUNNER 28300R1A 1.2HR VERIFIED COMPLAINT;
HOOKED UP TO GDS, RETREIVED DTC'S RESULTING IN P0200A INTAKE RUNNER
PERFORMANCE. PERFORMED ACTUATION TEST AND GRAPHED VCMA MOTOR AS WELL AS
VIS SENSOR. NOTICED THAT RUNNER WOULD NOT CLOSE ALL THE WAY, REMOVED
AND PHYSICALLY INSPECTED, AND VERIFIED THAT RUNNER WAS STICKING AND
GUNKED UP WITH CARBON BUILD-UP. REPLACED INTAKE MANIFOLD ASSY, VERIFIED
REPAIR, PERFORMED ACTUATION TEST ON GDS TO ENSURE PROPER OPERATION, AND
TEST DROVE VEHICLE. VEHICLE NOW OPERATES AS DESIGNED. 1.2HR

B CUSTOMER STATES VEHICLE WILL BOGG DOWN ESPECIALLY IN 2ND GEAR

01 RECOMMENDED MAINTENANCE

5419 IS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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C CUSTOMER HAS TO MANUALLY SHIFT TO GET VEHICLE TO HIGHWAY SPEEDS

01 RECOMMENDED MAINTENANCE

5419 IS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
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D CUSTOMER STATES VACUUM CONTROL MODULE WAS RECENTLY REPLACED AT
ANOTHER DEALER- SAME SYMPTOMS OCCURING SINCE PRIOR TO REPAIR

01 RECOMMENDED MAINTENANCE

5419 IS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
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DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]

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PAGE 2

SNELLVILLE, GA [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 6242 AUDRI JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
EBONY BLAC	16	KIA SORENTO	5XYPG4A34GG	[REDACTED]	10026/10027	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10APR15 DD			18:00 21SEP15		112.00	CASH	14OCT15

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK: KGG [REDACTED] DLR: 6 TRN: A

12:00 21SEP15 15:40 14OCT15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

THANK YOU FOR SELECTING RICK CASE FOR YOUR
 SERVICE NEEDS. WE STRIDE TO PROVIDE YOU WITH
 "EXCELLENT" SERVICE. IF YOU HAVE ANY CONCERNS
 RELATED TO YOUR SERVICE PLEASE CONTACT OUR
 SERVICE MANAGER TAMMY BAKER AT 678-258-2561
 OR AT TAMMYBAKER@RICKCASE.COM

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.

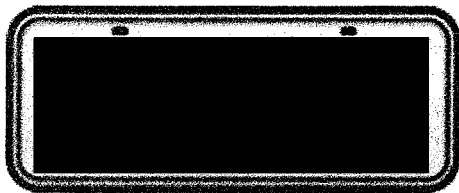
General Manager
Rick CASE KIA
3190 Satellite Blvd
Duluth, GA 30096

Snellville, GA

National Consumer Affairs Mgr
KIA Motors America, Inc.
P.O. Box 52410
Irvine, CA. 92619-2410

Snellville, GA

Administrator, NHTSA
1200 New Jersey Ave SE
West Building
Washington, D. C. 20590



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Lemon Law in Georgia

Page Overview

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2. Settling Your GA Lemon Law Issue
3. Georgia Lemon Law Complaint Process

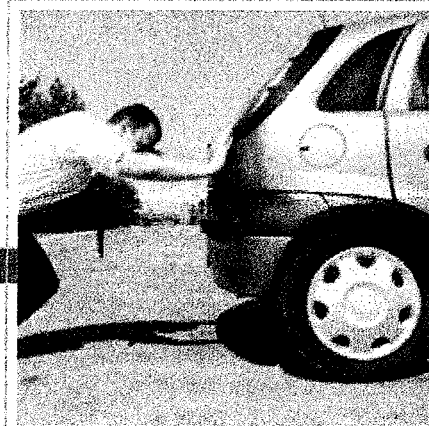
Ads related to Lemon Law

GM Vehicle Help - GM is Committed to Exceptional Service.

GM is Committed to Exceptional Service. Contact Us w/ Concerns.
Georgia Car Lemon Law - Free Lemon Case Review. Call Now!

Free Lemon Case Review. Call Now! Former Manufacturer Defense Lawyer.
Free NJ Lemon Law Help - 800-LEMON-LAW.

800-LEMON-LAW. NJ's oldest lemon law firm. 35,000 helped since 1991.



Georgia Lemon Law

Unfortunately, "lemon" cars do exist, but manufacturers are now being held accountable. If you have purchased or leased a new car and experience numerous, continuous problems with that car, you may have bought a lemon. Georgia's lemon law was enacted to protect you and your investment.

Generally, if your new vehicle has major defects that can't be repaired by the manufacturer after a certain number of attempts over a certain amount of time, you should be entitled to choosing between a replacement vehicle or a refund of your purchase.

On this page you'll find an overview of some of the aspects of Georgia's lemon law and what you can do to get compensated for your lemon or file a complaint.

Cars Covered in Georgia

In Georgia, only new vehicles are covered under the lemon law, and they must still be in the original owner's possession. This also applies to leased vehicles. If the car has changed ownership, it is no longer eligible for protection under the lemon law.

Additionally, the vehicle must have a defect that:

- Makes the car unsafe to drive.
- Lowers the resale value of the car.
- Causes malfunctions to the vehicle's normal uses.

NOTE: Defects caused by neglect, misuse, abuse, or alterations are not covered by the lemon law.

Cars Not Covered

The following vehicles are not covered by Georgia's lemon law:

[REDACTED]
Snellville, GA [REDACTED]



7014 2870 0000 3616 8436

Administrator, NHTSA
1200 New Jersey Ave SE
West Building
Washington, D. C. 20590
WFO-304